



DEPARTMENT OF THE ARMY
UNITED STATES ARMY GARRISON MANNHEIM
UNIT 29901
APO AE 09086-9901

IMEU-MAN-LG

OCT 19 2009

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Minutes of the Mannheim AAFES/Commissary Council Meeting, 9 September 2009

1. The Mannheim AAFES/Commissary Council met on 9 September 2009, Benjamin Franklin Village, Area F, in conjunction with the quarterly Community Town Hall meeting. Mr. Gregory Terry called the meeting to order at 1810.

2. Old Business: There was no old business.

3. New Business:

a. AAFES Update:

(a) Customer complained that a cashier at the main exchange got an attitude when asked to correct the wrong prices that were rung up.

AAFES MANAGER'S RESPONSE: Training was conducted regarding customer service and friendly, professional attitude.

(b) Community member complained that poor service is displayed when the Class VI store opens late on a regular basis.

AAFES MANAGER'S RESPONSE: Class VI affirms that they open in the morning promptly and will be implementing a new policy to try to open a few minutes earlier as the PX does to exceed customer expectations.

(c) Comment was made that there is a lack of customer service overall and lack of stock for basic items.

AAFES MANAGER'S RESPONSE: Manager conducted a meeting with employees and stated the importance of quality customer service. Reference lack of stock for basic items: AAFES is in the transition phase of implementing a new computerized ordering system and is working out the bugs. The new system automatically orders when supplies are low and will increase order supply as demand for the item increases. The Sales Based Replenishment System is controlled and overseen by our inventory control associates who are constantly scanning merchandise to ensure that the on-hand count in the computer system matches the actual sales floor count and is corrected when a discrepancy is noted.

(d) "Why does the Class VI store carry a certain type of beer only for a few weeks?" When customer asked, if the item could be reordered, he was told that it was a trial item.

AAFES MANAGER'S RESPONSE: Some beers are one time buys; special deals and some are vendor trials. The vendor trials are used to see if the item sells well. If that is the case, then the item is put into the regular stock assortment. The Class VI has a regular assortment of beers in addition to occasional specials and trials.

b. COMMISSARY Update:

Community member asked: "If I am willing to buy an entire case, can you special order?"

COMMISSARY MANAGER'S RESPONSE: Yes, you may special order an entire case with the following requirements: Mannheim Commissary can order thru a central distribution facility, for both perishable and non-perishable items listed on the store stock assortment list. If the Mannheim Commissary does not carry a specific item on the store stock assortment list, but it's available thru a central distribution facility within Germany, we can submit a special order request. Items are constantly reviewed by a DeCA Europe team of buyers and we add and delete on a daily basis, keeping with the best selection available to our patrons.

4. At 1845, Mr. Terry called the AAFES/Commissary Council meeting to an end. The next AAFES/Commissary Council Meeting will be at 1800 on 9 Dec 2009, Sullivan Barracks, Bldg. 725.


GREGORY TERRY
Director of Logistics

APPROVED BY:


ELIZABETH RYAN GRIFFIN
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RECORDER
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